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ATTACHMENT

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Sprint Spectrum™

Terms and Conditions of Service

Call today for more information:

1-800-311-4221

Sprint Spectrum™

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You have subscribed to Sprint Spectrum to make your life a little easier. Here is a simple explanation of the key facts about our service and policies. If you have any questions, please call a Customer Care representative at 611 from your handset or 1-800-311-4221 from any phone.

The Sprint Spectrum Service Area

Sprint Spectrum offers reliable service throughout the Greater Washington-Baltimore area, including Washington, D.C., and most of Maryland and Northern Virginia. Please refer to the Sprint Spectrum service area map to see where the system is now operating and where it will soon be expanding.

Customer Care

We are always here to help you. Sprint Spectrum Customer Care representatives are available anytime... day or night. Please call us if you have any questions, comments or suggestions.

Activation

It's easy to get started with Sprint Spectrum. Once you have purchased your system, just dial 611 from the handset to connect with a Customer Care representative. The representative will activate the service and help you select the most suitable package of features.

Credit Policy

Sprint Spectrum has an easy activation process that requires that you authorize us to verify your credit. If you have approved charges to a credit card, we will not notify you again before billing charges to that card.

Choosing a Pricing Plan

Our 24-hour Customer Care Center will help you choose the Sprint Spectrum pricing plan that best fits your needs.

Changing Your Pricing Plan

Should you ever need to change your pricing plan, all you have to do is notify Customer Care. Unless we tell you otherwise, the change will be effective beginning the next full billing cycle. You are entitled to two free service changes within a 12-month period. There is a \$10 charge for each additional change within the 12-month period.

Billing

You'll receive your bill once a month. The Sprint Spectrum bill is designed to provide information you need and be easy for you to understand.

Interruption of Service

Because we are committed to 100% customer satisfaction, we will provide you with an airtime credit of one minute for any call that is disconnected due to a transmission problem, and that requires you to redial within one minute of the disconnection.

Roaming

If you operate as a "roamer" in any other Personal Communication Services system based on our roaming service agreements, you are liable for all charges from that system. You will also be subject to the same liability provisions imposed on other subscribers in that system.

The Sprint Spectrum system, offered now in the Washington/Baltimore area, is the first of its kind in the United States. Roaming service is not currently available. Our service area will continue to expand as PCS systems like ours are constructed in major cities across the country. We will inform you as soon as these systems come on line.

Return Policy

You have up to 60 days from the date of purchase to return equipment purchased from the Company for refund of the purchase price. If you return equipment more than 30 days after purchase, your refund will be subject to a restocking charge of \$50. The equipment and all accessories, packing materials and manuals must be in good condition before a refund can be authorized.

Terminating Service

Your satisfaction is our number one concern. You may terminate service at any time by notifying us and paying any outstanding charges on your Sprint Spectrum account. If you terminate service and then wish to re-activate at a later date, a \$25 re-activation fee will be charged.

Company, returned in good condition. For returns made more than 30 days after purchase, such refund will be subject to a restocking charge of \$50.

Limitation of Liability

The sole liability of the Company and its agents for any loss or damage arising out of mistakes, omissions or defects in service to you during any period shall not exceed the Company's charges to you during such period. The Company assumes no liability for outages of 24 hours or less. The Company is not liable for any act or omission of any provider of service other than the Company for loss or damage arising in whole or in part out of negligence or misconduct of anyone other than the Company, for damages arising out of any directory listing, or for errors, defects, or failures caused by an act of God, fire, war, riot, order of Governmental authority, or other event beyond the control of the Company. Under no circumstance will the company be liable for lost profits, loss of business, or any other incidental or consequential damages of any nature whatsoever. The Company is not liable for injuries to personal property arising from use of any equipment or service provided by the Company or from the installation or repair of any equipment by parties who are not our employees. You will indemnify and hold the Company harmless from and against any claims made, instituted or asserted by any person or persons arising out of the use of service provided by the Company to you.

No Warranties

The company makes no representation or warranty, express, implied, whether legal, statutory, customary, or otherwise, with respect to any equipment provided or used in connection with the company's service including without limitation its merchantability, condition, design, operation, quality, workmanship or fitness for purpose. The only applicable warranty shall be that of the manufacturer of the equipment.

Roaming

If you operate as a "roamer" in any other PCS carrier's system pursuant to any roaming service agreement entered into by the Company and such other carrier, then you will

be liable for all applicable charges of such other carrier and will be subject to the limitation of liability provisions imposed by such other carrier on its own subscribers.

Credit Verification

You authorize the Company to perform credit verification with respect to you as the Company deems necessary.

Billing and Payment of Charges

You are responsible for payment of all charges for services furnished, including usage charges, applicable local or toll charges, and all applicable taxes which may be levied upon any service or equipment provided by the Company to you. You are responsible for all costs and expenses of collection, including attorney's fees. All charges are due and payable within 20 days after invoice by the Company, or as otherwise specified by the Company from time to time. If you have authorized charges to a credit card, no additional notice or consent will be required for billing to that credit card.

Late Payment Charges

Any balance that remains outstanding on a payment due date may be assessed a late charge, at the rate of one-and-one-half percent (1.5%) per month on such balance, for the period of time that the balance remains unpaid. Acceptance of late or partial payments (even if marked "paid in full") will not waive the Company's rights. In the event that any payment is not made when due, Company has the right to demand immediate payment of your overdue bill from the issuer of any credit card if you have provided the card number to the Company. The Company may charge you a returned check fee of \$25 for any check returned for insufficient funds.

Disputed Charges

You must raise any dispute that you have regarding any item invoiced to you within 15 days of the date of invoice, or you will be deemed to have accepted the invoice. Notice of any dispute must be in writing. Disputed amounts must be paid pending resolution of such disputes.

Terms and Conditions of Service

The following Terms and Conditions apply to the provision of service by American PCS, L.P., a Sprint Telecommunications Venture affiliate (the "Company"), to you. Your use of the service on the Company's system following receipt of these Terms and Conditions of Service will create a binding agreement between you and the Company. The Company will provide you with at least ten days' prior notification of any modification of these Terms and Conditions of Service or of any change in rates. By your continued use of the Company's service following receipt of such modifications or changes, you will be deemed to agree to them.

Use of Service

You will not use the service for any unlawful or abusive purpose. Service is furnished for use by you within the area effectively served by the Company. Coverage and quality of service can be affected by atmospheric, topographical and other conditions.

Termination by You

You may terminate service at any time by notifying the Company. You are responsible for payment of all outstanding charges for the period that service was rendered. If you terminate service and then wish to re-activate at a later date, a \$25 re-activation fee will be charged.

Termination by the Company

The Company may interrupt or terminate service to you, without incurring any liability, upon violation by you of any provisions of these Terms and Conditions of Service, including non-payment of any sum due under this or any other agreement between you and the Company. The Company may interrupt or terminate service to you, without notice, if you use a PCS radio unit in a way that adversely affects the Company's system or service to another user, or if the Company suspects fraudulent use. The Company may restore service once the Company is satisfied that all adverse effects to the system and other users have ceased and that any violations have been corrected and any charges due have been paid. In addition, a charge for restoration of service, as specified in the Company's effective prices most recently provided to you, may apply.

Interruption of Service

A credit for service interruptions of greater than 24 hours will be given. The credit will be equal to 1/30 of the monthly charge for services rendered inoperative for each period of 24 hours after the initial interruption. Interruptions are measured from the time they are reported to the Company by you. In no case will the credit for any month exceed the total monthly charges for the service rendered inoperative. No allowance will be made for interruptions caused by negligence or willful action by you or by failure of equipment or service not provided by the Company. It is the Company's policy to provide customers with an airtime credit of one minute for a call that is disconnected due to transmission limitations caused by atmospheric or topographical conditions and that requires you to redial within one minute of disconnection. You must notify the Company's Customer Care representative to receive appropriate credit for the call.

Alteration of Service

You may alter your choice among service plans offered by the Company by notifying the Company by phone. Any such choice shall, unless otherwise specified by the Company at the time that your change order is placed, become effective upon the start of the next full billing cycle. There will be a \$10 service charge for each service alteration in excess of two during any 12-month period.

Telephone Number

The Company will assign to you a 10-digit telephone number. The Company reserves the right to change such number on not less than 10 days' notice. You may not, without the Company's consent, assign the number to any equipment other than that authorized by the Company, or modify the number programmed by the Company into any equipment.

Return Policy

Equipment purchased from the Company may, within 60 days after the date of purchase, be returned to the Company for refund of the purchase price for such equipment (but not of service charges incurred), provided that such equipment and all accessories, packing materials, and manuals originally included with such equipment are, in the judgment of the

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